

**Leadership Engagement Results Meeting
Questions & Answers
November 20, 2013**

To ensure the most accurate information, these questions and answers not only reflect the meeting discussions, but also research completed after the meeting.

1.	I.3 Status
	<i>The latest I.3 status is available on COT's I.3 webpage. This page is updated at least monthly. CIO Fowler emphasized that there are a lot of moving parts and the technology is the easy part; the people and processes that need to be restructured to make this happen are the more challenging. He shared his appreciation for the cooperation that we have been getting.</i>
2.	Planned changes, realignment by service provision layout vs. organizational structure, to the Commonwealth Office of Technology's (COT) website were discussed. There is also a plan for a Technology Advisory Council (TAC) workgroup to focus on a new template for the state's public facing web sites. Will this template align with COT pending changes?
	<i>The planned changes to the COT website won't impact the workgroup's template discussion. There needs to be some brand enhancement and management because it is not always easy to tell if you are on a state website. There needs to be commonality and consistency across the sites. The TAC workgroup will focus on look and feel; however, the agencies will control their content. The workgroup will be providing a basic fundamental template that everyone can use.</i>
3.	Can you show the Contact COT component?
	<i>The Contact COT web page was shown and an overview of the different communication options were reviewed. They include a contact form (which goes to the web master), a link to the Business Relationship Managers page, and a link to the Commonwealth Service Desk.</i>
4.	Enterprise IT Strategic Planning
	<i>Leveraging CIO Fowler's leadership, key COT participants, and agency representation, the plan's focus will span across the executive cabinets. This activity starts November 21, 2013 and includes representatives from Health and Family Services, Education and Workforce, Transportation Cabinet, Economic Development, Personnel, Finance and the Council on Post-Secondary Education. The sessions facilitated by Solarity Group will result in the enterprise IT focus for 2014-2017. A TAC subcommittee will review the draft plan before it is finalized. The target completion date is March 2014.</i>
5.	TAC WorkGroups
	<p><i>The TAC has three workgroups being formed: web page branding, IT Steering Committee and Strategy Oversight. The webpage group already has many volunteers.</i></p> <p><i>While the TAC consists of 45 to 50 people, a subset of this group (8-12 people) will be formed to provide a more active governance model across the enterprise. This smaller group will be the IT Steering Committee and the entire TAC will remain in place and</i></p>

	<p><i>continue to meet on a quarterly basis. The IT Steering Committee will meet at least monthly.</i></p> <p><i>The IT Strategy Oversight workgroup will be formed to review the draft strategic plan. Several members of the TAC will also be part of the strategic planning process. See Number 4. Enterprise IT Strategic Planning.</i></p>
6.	Any updates on the the Managed Print Services?
	<p><i>Chuck Miller is the COT Project Manager and to date this contract has saved the state over one million dollars. If your agency has not been contacted yet, it should be soon. There is a plan in place for the implementation approach and several agency deployments have been completed. As each agency is added, an assessment process occurs that includes looking at the current footprint and business processes.</i></p> <p><i>Currently work is underway with Transportation and CHFS. The project manager is prioritizing agencies based on device lease expirations and critical needs. The agency will be contacted based on a calendar (schedule), which COT plans to post on a MPS web page that will be developed. Agencies that have a critical need should contact the MPS Project Manager for priority scheduling.</i></p> <p><i>NOTE: Action items resulting from this meeting were shared with the MPS Project Manager.</i></p>
7.	Is the implementation plan described in the I.3 Status Report, the same as the Service Level Agreement (SLA)?
	<p><i>No, the agency implementation plan occurs after a detailed assessment is completed with an agency and is signed by both agency and COT leadership. The SLA occurs upon completion of consolidation.</i></p>
8.	Employee Training
	<p><i>COT has made a commitment to train COT employees, including those that were transitioned to COT during the last year. One example is that all COT employees will receive ITIL training.</i></p>